

Boca Consultants Referral Information

Description

This document answers the following questions:

What should I listen for,
What should I look for,
What conversation starters should I use,

that will tell me it's time to get Boca Consultants involved?

And suggests responses to introduce a referral.

What to listen for

- We are doing well and would like to do even better.
 - We are ready to grow but aren't sure how.
 - This problem just keeps coming back and we can't get rid of it.
 - We are rolling out a new product/service and want to make sure it goes well.
 - We have some managers we want to develop.
 - We are opening a new location and want to make sure things go well.
 - We have no plan and it's holding us back.
 - We have a plan but we don't stick to it.
 - We don't know our butt from our elbow.
 - I just can't figure this out.
 - Who do you know that can help us?
 - We just can't hire the right people.
 - We can't keep the right people.
 - We are always hiring and/or firing.
-

What to look for

- Declining sales in a rising industry or economy.
 - Growing pains (cramped office space, sharing phones or desks).
 - Chickens running around without their heads.
 - A lot of product returns.
 - Growing number of customer complaints.
 - A lot of Work In Process (WIP) inventory.
 - A lot of finished goods inventory.
 - Low morale.
 - High employee turnover.
-

Conversation Starters

- How do you plan to get more successful?
 - How do you develop your staff?
 - What are the biggest concerns you face?
 - What process do you use to find the cause of problems?
 - What process do you use to prevent problems?
 - What process do you use to make decisions?
 - What process do you use to prioritize?
-

What you can say in response

I hear that a lot these days. When I do, I suggest they talk with one of my colleagues. May I have John Schneyer call you? Here is his card.

I have a friend who can help. He does a lot of work like this. Let me have John Schneyer call you. Here is his card.
